

CEA



CAREER EXECUTIVE ASSIGNMENT

CALIFORNIA STATE GOVERNMENT - AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER-EQUAL EMPLOYMENT TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

EXAMINATION ANNOUNCEMENT – SERVICEWIDE PROMOTIONAL

DEPARTMENT: YOUTH AUTHORITY
www.cya.ca.gov

POSITION TITLE: OMBUDSPERSON, CEA LEVEL 1

FINAL FILING DATE: OCTOBER 5, 2004

SALARY: \$5768-\$7324

DUTIES AND RESPONSIBILITIES

Under the direction of the Director of the Department of the Youth Authority, the Ombudsperson, CEA 1 serves as an independent advisor to the Director on sensitive issues relating to specific areas of concern affecting the department's operations; provides management advice and consultation; and makes recommendations to the Director and Chief Deputy Director on critical areas that impact departmental policies, procedures, education and treatment. The Ombudsperson is an integral part of the Director's management team, and a key advisor and ambassador representing the Director, and may serve in a variety of capacities to ensure the Department's regulations, policies, operations, and education and treatment programs are delivered in the best interest of staff, the offenders, and California's juvenile system. The Ombudsperson also serves as an executive office liaison to the institutions and regional executive office team, and is an equal partner on each site's administrative network. This position is located in Sacramento but requires extensive traveling.

EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications screening committee. The minimum qualifications, desirable qualifications and desirable characteristics listed on Page 2 will be used as the standard to screen the applicants.

Applicants are required to submit a State application, resume, and a **one-page** Statement of Qualifications with specific information on how their background, knowledge, skills and abilities meet the minimum qualifications and desirable qualifications. Should the screening committee and the Director deem it necessary, interviews may be conducted with the most qualified candidates. All candidates will be notified of the results of the examination.

The result of this examination will be used only to fill the position of Ombudsperson, CEA 1. Applications will be retained for twelve months. Should a subsequent vacancy occur for Ombudsperson, CEA 1, an appointment may be made from those candidates filing for this examination

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE ILLEGAL USE OF DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a civil service employee with permanent civil service status.

Or

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992.

And

1. Knowledge of the organization and functions of California State Government, including the organization and practices of the Legislature and the Executive Branch; principles, practices and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; knowledge of equal employment opportunity and anti-discrimination programs.
2. Ability to plan, organize and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and contribute to the Department's equal employment opportunity objectives.

The above knowledge and abilities are expected to be obtained from broad administrative or program manager experience with substantial participation in the formulation, operation and/or evaluation of program policies. (Experience may have been paid or volunteer, in State service, in other government setting, or in a private organization.)

DESIRABLE QUALIFICATIONS

- Varied administrative experience in a line or staff activity including participation in the formulation, execution and/evaluation of programs policies.
- In-depth knowledge of the organization and functions of the California State Government, including the organization and practices of the Legislature and the Executive Branch.
- Thorough knowledge of the Department of the Youth Authority's mission, values, operations, and organizational structure
- In depth knowledge of the philosophy and policy of the Director of the Department of the Youth Authority and his administration
- Knowledge and skills necessary to mediate and resolve issues of a sensitive nature.
- Knowledge of principles, practices and trends of public administration, organization and management.
- Knowledge of methods of administrative problem solving.
- Knowledge of principles and practices of policy formulation and development.
- Knowledge of Equal Employment Opportunity policies and practices.
- Knowledge of criminal and correctional justice.
- Demonstrated ability to analyze complex and sensitive program issues or problems and develop recommendations to resolve the issues
- Strong interpersonal skills and the ability to develop cooperative working relationships with representatives of all levels of state government, special interest groups, institution staff, and wards and their families.
- Good oral and written communication skills. Demonstrated ability to deal effectively with high-level officials of state, local law enforcement and correctional agencies.
- Demonstrated leadership, flexibility, tact and judgment necessary to perform in the capacity of the Ombudsperson for the Department of the Youth Authority.

DESIRABLE CHARACTERISTICS

Leadership: Demonstrates vision, integrity, ethics, accountability, and accepts the responsibility of being a leader.

Critical Thinking: Includes analyzing and evaluating information and complex situations, problem solving, decision-making, and conceptualizing.

Personnel Management: Demonstrates self-awareness and assesses performance; understands and values diversity; develops and coaches staff; listens; provides feedback; effectively implements the recruitment, hiring and selection process; and prevents and resolves conflict.

Facilitating Change: Includes ability and willingness to adapt to new technology, be flexible when situations change, and work in a challenging environment.

Resource Management: Includes understanding and managing financial, information technology, and space resources.

Communication: Includes active listening, choosing an appropriate medium to present information and/or ideas, articulating information clearly and concisely in speech and in writing, giving and receiving feedback.

Organizational Awareness: Understands the internal and external systems, environment, culture, processes, policies and procedures, and how decisions are made.

Planning: Includes assessing situations, setting and monitoring goals, delegating, managing implementations and projects, and evaluating outcomes.

Service Orientation: Includes focusing on effectively providing appropriate services to youthful offenders, the public, and identified stakeholders.

Collaboration: Includes partnering, teamwork, building alliances, looking for win-win solutions, and building participative processes.

Professional Traits: Includes strong work ethics, fairness, and honesty; is approachable, well balanced; possesses compassion, people skills, confidence, and intelligence.

FILING INSTRUCTIONS – File by October 5, 2004

Interested applicants must submit:

- A Standard State Application (Form 678) with **civil service titles, and beginning and ending dates of employment.**
- A "Statement of Qualifications." The Statement as indicated on Page 1 is a narrative discussion of how the candidate's education, training and experience, special skills meet the minimum and desirable qualifications. The Statement should be typed and **no** more than **one** page. Resumes do **not** take the place of the Statement of Qualifications.
- The application, Statement of Qualifications and resume must be submitted by **October 5, 2004**, to:

Department of the Youth Authority
Selection Services Bureau
4241 Williamsborough Dr., St. 115
Sacramento, CA 95823
Attn: Cecilia Perrin, Associate Personnel Analyst

APPLICATIONS RECEIVED WITHOUT THE REQUIRED "STATEMENT OF QUALIFICATIONS" WILL NOT BE ACCEPTED.

ADDITIONAL INFORMATION

Questions regarding this examination should be directed to Cecilia Perrin, Associate Personnel Analyst, Selection Services Bureau, at cperrin@cya.ca.gov or (916) 262-2718.

Mission Statement: *The mission of the California Department of the Youth Authority is to protect the public from criminal activity by providing education, training, and treatment services for youthful offenders committed by the courts; assisting local justice agencies with their efforts to control crime and delinquency; and encouraging the development of state and local programs to prevent crime and delinquency.*

STATE OF CALIFORNIA
ARNOLD SCHWARZENEGGER
GOVERNOR

YOUTH AND ADULT CORRECTIONAL
AGENCY
RODERICK HICKMAN

DEPARTMENT OF THE YOUTH
AUTHORITY
WALTER ALLEN III

AGENCY SECRETARY

DIRECTOR
